

Dial-A-Ride Hours

Days	Phone Service	Bus Service
Mon.-Fri.	8:00am-5:00pm	6:30am-10:30pm
Saturday	8:30am-1:00pm	9:00am-8:00pm

Books of tickets may be purchased from the DART drivers and are also available from the Municipal Service Center office at 4811 N. Saginaw Road. Drivers cannot provide a receipt for purchases and do not carry change, so be sure to have the exact amount for your fare or for your ticket book purchase.

Dial-A-Ride Fares

Full fare (1 way)
1 yellow ticket or \$2.00

Senior Citizen (60 and older)
and persons with a disability (1 way)
1 pink ticket or \$.75

Child (5-11) riding with parent or sibling
1/2 yellow ticket or \$1.00

1 Child (under 5) with parent
FREE

Full fare ticket book (yellow)
(Ten 1 way rides)
\$18.00

Reduced fare ticket book (pink)
(Ten 1 way rides)
\$6.75

*Tickets are sold in books of ten 1-way rides.
We do not sell individual tickets.*

**Busiest phone service hours for Dial-A-Ride
are from 8am-10am and from 4pm-5pm.
You may experience longer wait times
when calling during those times.**



Grocery & Carry on Policy

Due to safety regulations carry on items may not be placed on the floor of the bus. Passengers must be able to control their carry on items at all times. Passengers needing extra assistance to transport groceries may be eligible to travel with staff free of charge (check with your call taker for more details). Many passengers choose to purchase a grocery cart to make transporting of groceries easier. Remember to let your call taker know if you will be travelling with a grocery cart. DART reserves the right to decline service to any passenger that cannot maintain control of carry on items.

Title VI Plan

In compliance with the Title VI of the Civil Rights Act of 1964 the City of Midland is committed to ensuring that no person is excluded from participation in or denied the benefit of transit services on the basis of race, color or national origin. Language translation is available on our website.

Title II and Title III ADA

In compliance with Title II and III of the American Disability Act of 1990 the City of Midland is committed not to discriminate against any individual with a disability in connection with the provision of transportation services.

Be Ready!

Once the bus arrives for your pickup the driver waits two minutes in the 20 minute window before continuing on to the next stop. Fares for missed rides will be collected on the passengers next bus ride.

Who Uses Dial-A-Ride

Children traveling to school, daycare and recreation. Persons with disabilities and those needing lift-equipped buses. Seniors traveling to stores, medical appointments, and other activities. Anyone needing reliable transportation to get to school, work or shopping.

Bus Safety Tips

- While waiting for the bus, stand well off the roadway. Always stay visible to the bus driver.
- Remain in your seat at all times while riding the bus.
- Watch for traffic when getting off the bus.
- Always wear your seat belt.
- Update your phone and emergency contact information as needed with the DART office.
- Passengers traveling in the early morning or late evening hours are encouraged to turn on their porch lights (when possible) to help drivers locate their homes.

School Rider Information

School Cancellations: If school is cancelled for any reason DART will automatically remove any school rides both to and from school for bus service for that day. Riders will not be charged a no show fee.

Two Hour Delay: If school is put on a two hour delay DART will automatically remove any school related rides going to school that day. Riders will not be charged a no show fee. Riders will need to call the DART office at 989-837-6940 to reschedule their ride going to school. Return rides home from school will not be removed from the bus service that day unless the DART office is contacted to cancel the ride.

School Closing Early Information:

If a school should close early for any reason riders will need to call the DART office at 989-837-6940 to cancel or reschedule their ride going home.

Dial-A-Ride

989-837-6940

Municipal Services Center
4811 N. Saginaw Rd.

Curb-to-Curb Public Transportation

for Travel Within the
City of Midland



How to Schedule a Ride

Call DART at 989-837-6940 during phone service hours

(Monday – Friday 8am – 5pm, Saturday 8:30am – 1pm)

We accept same day ride reservations. Rides are booked on a first-call, first-serve basis. Time slots do become filled which limits bus availability. To increase your chances of obtaining a ride at your preferred time, call to book your ride with as much advance notice as possible.

When booking your ride please plan on a 25 minute ride to your destination. Ride times may be longer during busier hours from 7am – 9am and 3pm – 5pm or if your direct travel distance from your pick up location and drop off location is more than 15 minutes.

Rides can be booked based on pickup time or drop off time. When booking a ride provide the call taker with the following information:

- The time you need to arrive for an appointment, work, school, etc. (not just the start time)
- The time you can be ready and waiting for the bus to pick you up. (not the time you get out of work)

Based on this information the call taker will check for bus availability and provide you with a 20 minute window for when the bus will arrive for your pickup. BE SURE TO WRITE DOWN THE TIME FOR THE 20 MINUTE PICK UP WINDOW. Example: 9:00 am – 9:20 am. Once the bus arrives for your pickup the driver will wait 2 minutes inside the 20 minute window before continuing on to the next stop. Riders will be responsible for fares from missed rides and will be required to pay the fare on their next scheduled ride. For more information on missed rides, please see the No Show Policy.

Standing Order Service (Subscription Rides)

Make one call and schedule a DART pick up at the same time each day or week (based on bus availability). Be sure to write down the 20 minute window for pickup. Example: 8:45pm-9:05pm. Once the bus arrives for your pickup the driver will wait 2 minutes inside the 20 minute window before continuing on to the next stop. It is the passenger’s responsibility to cancel standing order rides on days when service is not needed. Dial-A-Ride will can-

cel rides on days when Dial-A-Ride is closed. Dial-A-Ride will also cancel rides to and from schools on days when school is not in session. In all other instances, it is the rider’s responsibility to cancel their standing order rides. To continue using standing order rides, passengers must use their standing order rides at least 75% of the time.

Special Needs

If you have a special need, Dial-A-Ride call takers will work with you one-on-one to best meet your needs. Please inform your call taker of your travelling needs. If you need assistance beyond the curb or with carry on items you may qualify to travel with staff at no additional charge.



Mobility Devices & Oxygen Tanks

We provide transportation services for many different types of oxygen tanks and mobility devices, such as manual wheelchairs, electrical wheelchairs, scooters, Amigos, walkers, strollers, grocery carts, etc. If you have multiple mobility devices, such as multiple oxygen tanks, please inform your call taker when you book your ride so that we can best accommodate your needs. Please contact our office at 989-837-6940 or the City of Midland website at www.cityofmidlandmi.gov/dart for specific guidelines on using these types of devices while traveling on our busses.

Passenger Information Forms

Persons wanting to use DART will need to complete a Passenger Information Form. If you have multiple family members who will be using our service, a form is required for each individual. Forms are available on our website at www.cityofmidland.gov/dart, from any driver, at the Municipal Services Center (4811 N. Saginaw Rd.) or by mail per request. Any person who is eligible for the re-

duced fare (\$.75 and/or pink tickets) under the Americans with Disabilities Act (ADA) can either present their Medicare Card to the DART office or have a medical doctor or mental health professional complete the ADA verification section of the Passenger Information Form. New riders have 30 days to provide DART with their reduced fare verifications. Passenger fare will revert to full fare (\$2.00 and/or yellow tickets) if this information is not received by DART within 30 days.

Senior Citizens (60 years or older) automatically qualify for the reduced fare and do not need to complete the ADA verification section of the Passenger Information Form. Please contact the DART office at 989-837-6940 with any questions you may have.

Pay as You Board

All passengers are required to pay their bus fare when they board the bus. Prepayment options are available. Contact the DART office to determine whether you are eligible to prepay.

Cancel a Ride

Contact the DART office at 989-837-6940 to cancel a ride during phone service hours (8am – 5pm Monday – Friday, Saturday 8:30am – 1:00pm.) Rides must be cancelled 60 minutes prior to pickup time or the rider will be responsible for the fare. Evening rides must be cancelled by 5pm weekdays and 1pm on Saturday. Passengers will be responsible for the fare for any rides scheduled and not used after 5pm weekdays and 1pm on Saturday.

Cancel a Morning Ride

Morning rides scheduled for pickup prior to 8:30am ONLY may use the hotline number 837-6999 (press option 1) to cancel their ride. Include in your message if you also want your return ride cancelled.

After Hours Hotline

Riders who have scheduled a pickup outside of our phone service hours (Monday – Friday 6:30am – 8:00am or 5pm – 10:30pm or on Saturday 1:00pm -8:00pm) and are not picked up as expected may call our hotline number at 989-837-6999 and press option 2.

No Show Policy

If a rider has three missed rides within a 30 day period, the following policy will apply:

1ST VIOLATION

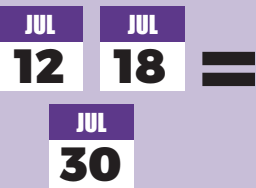


**TEMPORARY
SUSPENSION
+ \$16 FEE**

Miss 3 rides in a 30-day period

*Fees may be paid using cash, checks, credit card or tickets at the Municipal Services Center

2ND VIOLATION (In a 1-year period)



**30 DAY
SUSPENSION
+ \$16 FEE**
Book Rides 1 day at a Time

Miss 3 rides in a second 30-day period

*Fees may be paid using cash, checks, credit card or tickets at the Municipal Services Center

3RD VIOLATION (In a 1-year period)



Service may be **DISCONTINUED** at the discretion of DART supervisor

Miss 3 rides in a third 30-day period

*Fees may be paid using cash, checks, credit card or tickets at the Municipal Services Center

Large print brochures are available from the DART office.